

# Instructions for Accessing PHMC Emails

## Directions

We use a secure messaging system to deliver emails to you. Please follow the instructions below to set up an account in our secure messaging system so you can view emails sent by our coaches.

## Step 1

Open email from “**Message Center**” with title “**Welcome to Optum Messenger.**” The email comes from “**no-reply@optummessenger.com.**”

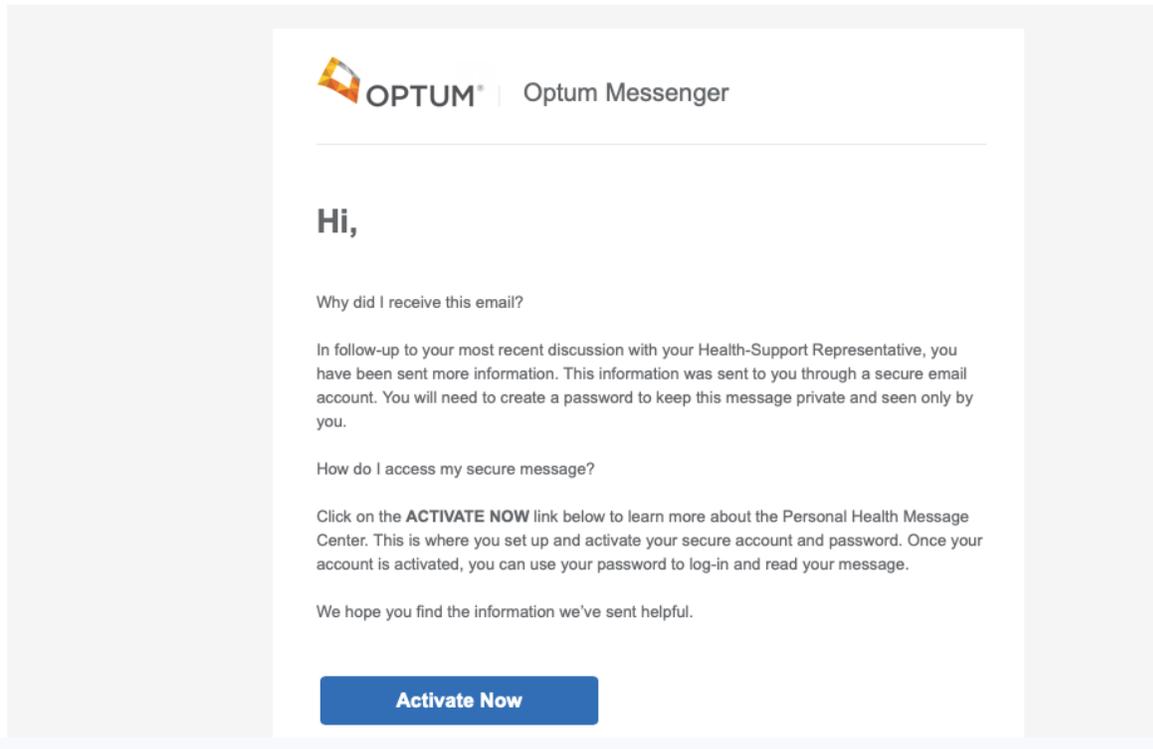


## Step 2

Click “**Activate Now**” button.

Welcome to Optum Messenger Inbox x

**Message Center** <no-reply@optummessenger.com> 1:18 PM (1 hour ago)  
to me ▾



### Step 3

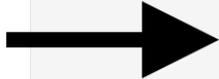
In the new page that opens, click **“Register And “Activate”** under **“Let’s Claim your mailbox – I don’t have an OneHealthCare ID.”**

## Welcome to Messenger

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### Let's claim your mailbox

I don't have an OneHealthCare ID



[Register And Activate](#)

I have an OneHealthCare ID

[Login And Claim Your Mailbox](#)

## Step 4

Fill out all “**Profile Information**” and “**Sign In Information.**” Save this information in a secure location. Then, click “**I Agree**” box at the bottom of the page.

### Create One Healthcare ID

One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.



Already have One Healthcare ID? [Sign in now](#)

#### Profile Information

First name

Last name

Year of birth

 ?

#### Sign In Information

Your email address

Create One Healthcare ID

 ?

Your One Healthcare ID must have:

6 to 50 characters

At least one letter

No spaces

No letters with accents

None of these Symbols: % + \* & [ \ ] ^ { | } < > # , / ; ( ) : \* =

Create password

Your password must have:

Between 8 and 100 characters

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number

No spaces and no & symbol

Type password again

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

[Cancel](#)

## Step 5

Follow the prompt to check your email inbox and click on the activation link provided. The email will come from “**One Healthcare ID-NoReply**” with title “**Confirm your One Healthcare ID email address.**”

## Next Step: Verify Your Email Address

1. **Check your email inbox** (ale\*\*\*\*47@gmail.com) for a message from One Healthcare ID (noreply@onehealthcareid.com).
2. **Click on the activation link** in the email or [enter the 10-digit activation code.](#)

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Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com)

### Email

**One Healthcare ID-NoReply** <noreply@onehealthcareid.com>  
to me ▾

7:36 PM (0 minutes ago) ☆ ↶ ⋮

One Healthcare 

## Your One Healthcare ID

[Activate my One Healthcare ID](#)

If you prefer, copy this 10-digit code 0843454234 and paste it into the box for the activation code on the Activate Your One Healthcare ID page.

If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contact us at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com).

Thank you,

One Healthcare ID

## Step 6

Click the “Continue” tab in the new page that pops up entitled “Email Address Verified.”

## Email Address Verified

 Your One Healthcare ID is ready to use. Click the Continue button below to finish.

## Step 7

Click “I Agree” button on the following page.

## Share My One Healthcare ID

Using your One Healthcare ID to sign in to Optum Messenger means that Optum Messenger uses your One Healthcare ID account information to verify your access. We share this information with Optum Messenger :

- One Healthcare ID
- Name
- Email address

By clicking I Agree,

- You give One Healthcare ID permission to share your account information with Optum Messenger;
- You acknowledge that your account information is being provided to Optum Messenger and it is subject to the Optum Messenger privacy policy; and
- You acknowledge that the Optum Messenger privacy policy may be different from the One Healthcare ID privacy policy.

[Decline](#)

## Step 8

This will open your secure messaging inbox where you can view the emails.

The screenshot displays a web-based secure messaging inbox. On the left is a vertical navigation sidebar with the following items: 'PERSONAL HEALTH Message Center' (header), 'Account' (with a dropdown arrow), 'Inbox' (with an envelope icon), 'Sent' (with a paper plane icon), 'Drafts' (with a folder icon), 'Archive' (with a box icon), and 'New Folder' (with a plus icon). The main content area at the top features a 'Refresh' button (circular arrow icon), the current view 'Inbox', and a search bar labeled 'Search...' with a magnifying glass icon. Below this, a single email is visible with a subject line 'Test' and a body containing the text 'Test Questions? Call 1-833-MYVATLC (1-833-698-2852) or visit <https://www.prevention.va.gov/T...>'. The time '7:35 pm' is shown in the top right corner of the email view.

# Troubleshooting

## If Inbox Does Not Open

After completing steps 1-7, your Inbox may not open and will look like this instead:

### Manage Your One Healthcare ID

Keep your profile up-to-date, change your One Healthcare ID or password, and manage the options for verifying your identity.

Update Profile	Sign In Info	Verification Options
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**First name**

**Middle name (optional)**

**Last name**

**Suffix (optional)**

**Prefix (optional)**

**Date of birth (optional)**  
  
mm-dd-yyyy

**Home address (optional)**

**City (optional)**

**State (optional)**

**ZIP code (optional)**

### Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

**Failed Login**  
 Email    Text Message

**Successful Login**  
 Email    Text Message

**Account Recovery Attempt**  
 Email    Text Message

**Locked Account**  
 Email    Text Message

  [Cancel](#)

## If you cannot access your inbox, complete the following steps:

### Step 1

Go back to your email address and click the “Activate Now” button.

Why did I receive this email?

In follow-up to your most recent discussion with your Health-Support Representative, you have been sent more information. This information was sent to you through a secure email account. You will need to create a password to keep this message private and seen only by you.

How do I access my secure message?

Click on the **ACTIVATE NOW** link below to learn more about the Personal Health Message Center. This is where you set up and activate your secure account and password. Once your account is activated, you can use your password to log-in and read your message.

We hope you find the information we've sent helpful.



Please note that you are able to log in to your account using an existing One Healthcare ID if you already have one from another source. If you have questions or believe you've received this email in error, please email the Optum Messenger Support Team at [optumsupport@optum.com](mailto:optumsupport@optum.com).

Optum does not recommend or endorse any treatment or medications, specific or otherwise. The information provided is for educational purposes only and is not meant to provide medical advice or otherwise replace professional advice. Consult with your clinician, physician or mental health care provider for specific health care needs, treatment or medications. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services. If you are experiencing thoughts of suicide

## Step 2

In the page that pops up, click the button that says “Login and Claim Your Mailbox” under “I have an OneHealthCare ID.”

### PERSONAL HEALTH

Message Center

Seamless Communication. Improving lives.

Please note we are currently unable to support Healthsafe ID at this time.  
If you need access to secure messaging, please log in or create an OneHealthCareID.  
The Optum Messenger team is working with Healthsafe ID to provide support again soon.

## Welcome to Messenger

### Let's claim your mailbox

I don't have an OneHealthCare ID

[Register And Activate](#)

I have an OneHealthCare ID

[Login And Claim Your Mailbox](#)

### Benefits of Reaisterina

## Step 3

Sign in with the credentials you have created.

### Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password



Sign In

Additional options:

[Create One Healthcare ID](#)

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

## Step 4

This step should load your mailbox so that you can view emails.

The screenshot displays a web-based mailbox interface. On the left is a vertical navigation sidebar with the following items: 'PERSONAL HEALTH Message Center' (header), 'Account' (with a person icon and a dropdown arrow), 'Inbox' (with an envelope icon), 'Sent' (with a paper plane icon), 'Drafts' (with a folder icon), 'Archive' (with a box icon and a downward arrow), and 'New Folder' (with a plus icon). The main content area is titled 'Inbox' and features a 'Refresh' button (circular arrow icon) at the top left and a search bar (with a magnifying glass icon) at the top right. A single email is visible in the list, with a subject line 'Test' and a body containing the text 'Test Questions? Call 1-833-MYVATLC (1-833-698-2852) or visit <https://www.prevention.va.gov/T...>'. The email is timestamped '7:35 pm' in the top right corner.

## If Password Reset Option is Not Working

If you log in from the following web URL, you may get an error message about your ID or password: <https://identity.onehealthcareid.com/app/index.html>.

# Sign In With Your One Healthcare ID



The One Healthcare ID or password that you entered is incorrect.

One Healthcare ID or email address

Password



Sign In

**Additional options:**

[Create One Healthcare ID](#)

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

When you try to reset your password, you may receive the following error message:

You haven't yet verified a method for recovering access to your account. Please contact us at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com) to verify your identity and recover your password.

Return to sign in

**If this happens, follow these steps:**

Log in with the following URL: <https://www.personalhealthmessagecenter.com>. Click “Sign in With OneHealthCare ID” tab.

**PERSONAL HEALTH**

*Message Center*

Seamless Communication. Improving lives.

Please note we are currently unable to support  
Healthsafe ID at this time.

If you need access to secure messaging, please log in  
or create an OneHealthCareID.

The Optum Messenger team is working with Healthsafe  
ID to provide support again soon.

[Sign In With OneHealthCare ID](#)

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# Secure Messaging Lightweight

Secure Messaging Supported by SM API

If you put in the correct email address or ID and password, you will receive the following prompt:

## Sign in: Verify Your Identity

This application requires additional information for secure access

**Primary Email:** Send an email with access code to **ale\*\*\*\*\*t0@gmail.com**.

**Text message:** Text an access code to \*\*\*\*\***6683**.

You are opting to receive a text message with a one-time access code from One Healthcare ID. Message and data rates may apply.

**Call Me:** Call me with an access code at \*\*\*\*\***6683**.

This feature requires entering an access code into the phone and is not advisable for a person with disabilities. This option is not recommended if you are using assistive or adaptive technology. You will be required to verify your identity every time you log in with this option. If you want to skip this step in the future, please choose a different verification option.

Next

Cancel



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

If your password does not work, click "Forgot Password" below the Sign In button.

## Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password



Sign In

Additional options:

[Create One Healthcare ID](#)

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

Enter your email address or One Healthcare ID.

## Forgot Password

With a little information we can help you reset your password.

Enter your email address or One Healthcare ID

Next

[Cancel](#)



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

This will send a reset password link to your email or phone.

## Reset Password: Verify Your Identity

We want to be sure only you can make changes to your account. First, select an option to verify your identity below. If your input or email corresponds to an active account, then you will receive your verification by your selected option. After verifying, you can reset your password.

**Email:** Send a verification link to my account's primary email.

**Text message:** Text a verification code to my account's phone number.

You are opting to receive a text message with a one-time verification code from One Healthcare ID. Message and data rates may apply.

Next

Cancel



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

## Reset Password: Verification Link



We have received your information! If your email (or account id) corresponds to an active One Healthcare ID account, we have sent you an email with a verification link to your **primary email**. Click the link in that message to verify your identity and reset your password.

Still waiting for your verification link? [Resend email](#)

Check your email for a message from One Healthcare ID (noreply@onehealthcareid.com). If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

Want to try something else? [Return to verify identity options](#)



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

Check your email to reset your password.

If you are still having trouble accessing your account, click "Chat with support," call 1-855-819-5909, or email [optumsupport@optum.com](mailto:optumsupport@optum.com) to reset your password.